What is claimed is:

1.       A method for evaluating real-time compliance with a service-level agreement, said method comprising the steps of:

    defining a set of parameters to be measured;

5       defining acceptance levels for each parameter in said set of parameters;

    collecting real-time information related to measurement of said parameters;

    comparing said acceptance levels to said real-time information; and

    generating a report.

10    2. The method of claim 1 in which said step of defining further includes the steps of

    providing a format in which a set of servers will provide information to be measured; and

    implementing a means for collecting said information.

15    3.       The method of claim 1 in which said step of defining acceptance levels comprises the step of generating a database entry for each service commitment element of a service-level agreement.

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